

NH ENHANCED 9-1-1 (E911) COMMISSION MEETING MINUTES

December 4, 2015

The NH Enhanced 9-1-1 Commission meeting was held at the Richard M. Flynn Fire Academy, Main Building Classroom 2, Concord, NH.

Commission Members Present:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
Cecily McNair	Public Member
Paul Szoc	NH Federation of Mutual Aid Districts
Sandra Teti	Governor's Commission on Disability
George Valliere, Vice Chairman	NH Police Officer
Patrick Robinson	Mobile Telecommunications Carriers
Kathryn Bailey	NH Public Utilities Commission
Craig Wiggin	NH Sheriffs Association
Scott Brooks	NH Telephone Association
Thomas Andross	NH Emergency Dispatchers Association
Kevin O'Brien	Assistant Commissioner, Department of Safety (DOS) (Designee)
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
James Valiquet	NH Association of Chiefs of Police
Vicki Quiram	Director of Administrative Services

Commission Members Absent:

David Caron	NH Municipal Association
Derek Martel	Professional Firefighters of NH

Participants:

Sherry Baker	Administrative Secretary, NH Division of Emergency Services & Communications (NHDESC), DOS
Robert Brown	Information Technology Manager V, NHDESC, DOS
Bruce Cheney, ENP	Director, NHDESC, DOS
Peter DeNutte	Assistant Director, NHDESC, DOS
Sean Goodwin	GIS Administrator, NHDESC, DOS
David Rivers	Chief of Operations, NHDESC, DOS
Tim Scott	Database Administrator, NHDESC, DOS
Scott Wolfert	E9-1-1 Service Manager, FairPoint Communications
Robert Beaulac	Senior Business Supervisor, NH Department of Administrative Budget Office (Designee)
John Stevens	Statewide Interoperability Coordinator, DOS
Randy Young	Intrado
David Hilts	Legal Counsel, DOS
Kyra Leonard	Administrator III, DOS

1. Approval of the minutes from the September 25, 2015 NH Enhanced 9-1-1 Commission meeting.

Chairman Aiken called for approval of the September 25, 2015 meeting minutes. Commissioner Szoc motioned to accept the minutes and Commissioner McNair seconded the motion. The minutes were unanimously approved by those present.

2. Division Reports

2.A. Directors Report

2.B. Financial Report (Kyra Leonard, Administrator IV)

1. Discuss year-to-date expenditures & surcharge
2. Discuss Pre-Paid Rules (David Hilts, Legal Counsel, DOS)

Kyra Leonard reported the following:

- Discussed Emergency Communication's actual expenditures for FY16.
- Spending appears to be in-line with projection for the fiscal year.
- The Radio Maintenance section spending appears to be in line with projections.
- Class 018 (Overtime) still is a little high due to the creation of the Telecommunication Specialists' fixed schedules.

Commissioner Andross asked if Commission members could receive the Projected Fund Balance report before the meetings.

Director Cheney asked Sherry Baker to contact Kyra Leonard in order to facilitate the distribution of the Projected Fund Balance report prior to the meetings.

David Hilts reported the following:

- In the last Legislative session, the Division was successful in getting a statute passed which would apply the 9-1-1 surcharge to pre-paid cell communications.
- In retail transactions when a consumer purchases cell service, that transaction will impose a flat \$0.75 surcharge fee.
- There were three exceptions to the statute to alleviate the burden on small retailers:
 - Retailers can choose to not apply the surcharge if the amount of cell service is less than \$5.00 or 10 minutes or less.
 - In a reporting quarter, the retailer has less than 150 cell service transactions and if they don't collect the surcharge. They can submit for the surcharge exception, but they must justify their entitlement to the exception.
 - The retailers are allowed to keep a 3% retainage fee from the cell service surcharge they collect.
- Each seller of commercial mobile radio service shall register with the Division, no later than 30 days after the end of the month in which such seller completes its first retail transaction.
- Fiscal impact note to get a full-time temp position to audit the pre-paid surcharge retailers.

Commissioner Wiggin asked if there was a provision to reach out to those smaller retailers to make them aware of this new pre-paid surcharge collection.

David Hilts has sent a copy of the prepaid surcharge rules and information to the lobbyist retailers association and the grocery association to make them aware.

Chairman Aiken asked what action would be appropriate for the Commission to take to endorse the new statue.

Dave Hilts advised the rule-making statute says the Commissioner has rule making authority and consultation with the 9-1-1 Commission. A favorable indication is all that is needed.

Vice-Chairman Valliere made a motion to favorably endorse the report to the Commissioner. Commissioner Szoc seconded the motion. Unanimously approved by those present.

Vice-Chairman Valliere acknowledged this is a good first step on collecting pre-paid surcharge. As time goes on and we collect data, we can revisit and make changes if needed.

Commissioner McNair asked Mr. Hilts if he needed the Commission to make a motion to allow the rules to be submitted a day late.

Dave Hilts said "No that would not be necessary".

3. Report on Data Operations: (Timothy Scott, Database Administrator)

1. Update on Mapping & Database activities
2. Update on Emergency Notification System (ENS) and number of participating communities and agencies
3. Schools Statewide Telephone Emergency Preparedness Project (S.T.E.P.)

Tim Scott reported the following:

- The telephone database contains approximately 770,000 records.
- Partial address conversions have occurred in 8 cities and towns affecting a total of 504 lines.
- 119 MSAG updates were made to the telephone database as a direct result of the Back-Office Bounce Project.
- The Mapping Database contains approximately 53,800 addressable points.
- The Mapping Database contains approximately 53,000 landmark points.
- The Mapping Database contains approximately 24,000 building footprints.
- Emergency Notification System has 110 communities participating in the program.
- 52 School Administration Unit Reports were completed.
- 5 new School Administration Unit visits were conducted.
- Currently 141 open MLTS discrepancies 58 of these have been resolved.
- Continuing to work with Data Master in preparation for Next Generation 9-1-1.

- Mr. Scott will be having a meeting with the town of Derry and Pinkerton Academy to discuss the correct address for Pinkerton Academy.

Commissioner Andross asked if we are preparing to adopt Kari's law in New Hampshire.

Mr. Scott advised that last year there was a submission of legislation and it was rejected. He is making changes and will resubmit.

3. A. Report on Administration (Director Bruce G. Cheney, ENP)

1. Administration Section Project Management
2. Communications:
 - a. 9-1-1 Outreach
3. Fleet Maintenance
4. PSAP Reclassifications
5. Discuss SAF-7000 Rules

Director Cheney reported the following:

- During the last quarter 33 PATH projects have been completed, 17 projects in process and 15 new PATH projects to start in the near future.
- Public Education Events as follows:
 - Salem CERT presentation & tour
 - Ashland Elementary presentation
 - Deering Fire Public Safety Day vendor booth
 - New Hampton FD presentation
 - NH Association of the Deaf Conference presentation
 - Concord High School, Health Occupation presentation
 - NH Healthy Homes Conference vendor booth
 - Ray School presentations
 - NH Lead Conference vendor booth
 - Newfields Elementary presentation
- All vehicles are in good repair. A few vehicles are approaching replacement age; will replace with smaller cars.
- PSAP reclassifications I & II and the Supervisors are complete. We have been given authorization for additional full-time temporary positions in the PSAP.
- Discussion on the SAF-7000 Rules; all changes were minor.

Chairman Aiken requested that staff send Commission members a list of all the towns who have not signed up for ENS as well as information on how to use ENS. Commissioners should bring the information to meetings they attend.

Director Cheney advised there is a new rule that forbids automated messages and automated connections to the 9-1-1 system.

Commissioner Valiquet motioned to endorse the final proposal of the SAF-C7000 Emergency Communication Rules. Commissioner Andross seconded the motion provided there is an opportunity to make changes. Commissioner Wood motioned to modify the motion that any Commission members with suggestions or concerns contact the Director. Commissioner Valiquet amended the motion to allow for continued review. Commissioner Andross seconded, the motion was unanimously approved by those present.

Assistant Commissioner O'Brien thanked David Hilts for a job well done on the pre-paid rules.

3.B. Status on NH VIEWW (Sean Goodwin, GIS Administrator)

1. Status of NHVIEWW
2. Status of School Safety and Security Mapping

Sean Goodwin reported the following:

- Opening the 2015-2016 snowmobile season with 3,200 miles of trail maps and 1,100 intersections addressed
- Grafton County Dispatch coverage area will have completed trail data
- Seabrook Station exercise series to provide large EOC maps for each of the 17 local communities.
- Completed safety and security maps for 20 National Guard installations across the state.
- NHVIEWW Pilot project in Nashua
- Meeting with UNH to discuss the NHVIEWW name. Will have a follow up meeting at a later date.

Statewide Interoperability John T. Stevens, Statewide Interoperability Coordinator (SWIC)

4. Bureau of Emergency Communications (9-1-1)

- The Statewide Interoperability Executive Committee is scheduled to have its second meeting on December 15, 2015.
- Representation from FirstNet will be attending the December 15, 2015 meeting.
- FirstNet has hired Mike Varney to represent Region One (New England)

- Thanked Commissioner Andross for Chairing the Frequency and Interoperability subcommittee.
- Communication Leader subcommittee has been developing the standards for N.H. We can create our own certification program. Thanked Commissioner McNair for chairing the Communication Leader subcommittee.
- FirstNet Broadband working group continues to meet. Working on RFP 1 which will bring on an engineer consultant to assist us in the development of required data collection.
- An RFP to develop a commercial vendor to build out a FirstNet 700 MHz system.
- In-service Interoperability NHOODLE training for first responders will begin on January 1, 2016.
- FirstNet sent out an RFP to build the core system that will be awarded in June/July 2016. State Plans will be developed for Governors to choose from an opt-in or opt-out scenario by 2017.
- John Stevens was elected as a Co-Coordinator for Region 1 to the Executive Council Representatives.

4. A. Report on PSAP Operations and Report on Emergency Medical Dispatch (EMD) (David Rivers, Chief of PSAP Operations)

1. Update on PSAP operations
2. Agency Call Statistics Report

Emergency Medical Dispatch Compliance Statistics:

- 98.58% Case Entry
- 98.94% Key Questions
- 95.95% Dispatch Life Support
- 96.80% Chief Complaint
- 97.92% Final Coding
- 98.21% Total Average
- 99.66% Customer Services

Chief Rivers reported the following:

- 500,000 calls for 2015
- Transfer times are consistent
- Cardiac Arrest save in Gilmanton
- Narcan administration instruction
- Working with Lakes Region Community College EMS Classes
- Issue with address in Swanze on Pine Streets
- Dave Rivers, the State Medical Director and the Bureau of EMS will be meeting to work on a call reporting issue with an Ambulance Service

4.B. Report on Next Generation 9-1-1 Phase I (Robert Brown, Information Technology Manager V)

1. Next Generation 9-1-1, Phase I
2. Text messaging in PSAPs

Robert Brown reported the following:

- Governor and Council approved a 6 month extension with FairPoint
- INdigital Telecom was awarded the Network contract
- The Customer Premises Equipment (CPE) contract is still being negotiated
- New network implementation is going well
- INdigital will mail vendors to inform them of the changes
- No timeline on Next Generation at this time

Commissioner Bailey asked if we will have to get another extension from FairPoint if the CPE contract has not been approved within the 6 month extension.

Mr. Brown stated we would not. We are moving the network forward and will have redundancy without the CPE contract.

Commissioner Bailey requested Mr. Brown send her the mailing packet that INdigital is sending to the vendors.

- Two WebEx text messaging sessions on Paramount to local dispatch centers.
- Cannot receive text messages from US Cellular and Intrado to date.

4.C. Communication Maintenance (Bruce G. Cheney, Director ENP)

1. Update on State Police Communications Maintenance

Director Cheney reported the following:

- Tower contract issues and how to pay for them. Developing a list of all the towers so we can make sure the leases are paid on time.

Commissioner Valliere asked if the payments for the towers leases may become a budget issue.

Director Cheney said it was, in fact, an issue now, but no one was sure who is responsible for the towers. A resolution is being worked on.

5. Contractor's Report (Scott Wolfert, FairPoint Communications)

1. Report on Network

Scott Wolfert reported the following:

- Remote events in the Weirs on October 25 & 27, 2015. Replaced hardware.
- November 13, 2015 Remote switch event in North Haverhill.
- November 18, 2015 Laconia PSAP was receiving false trunk seizure related to a T-3 transport issue. Replaced a piece of coaxial cable on November 19th.

Chairman Aiken called for a motion to adjourn at 2:54 P.M. Vice- Chairman Valliere motioned to adjourn. The motion was seconded by Commissioner Wiggin and unanimously passed by those present. There were no abstentions.

The next Commission meeting will be planned for March 4, 2016, 11:00am – 3:00pm at the NH Fire Academy Dormitory, Classroom 5 & 6.

William Wood, Secretary
Enhanced 9-1-1 Commission